Remote Site Health Care

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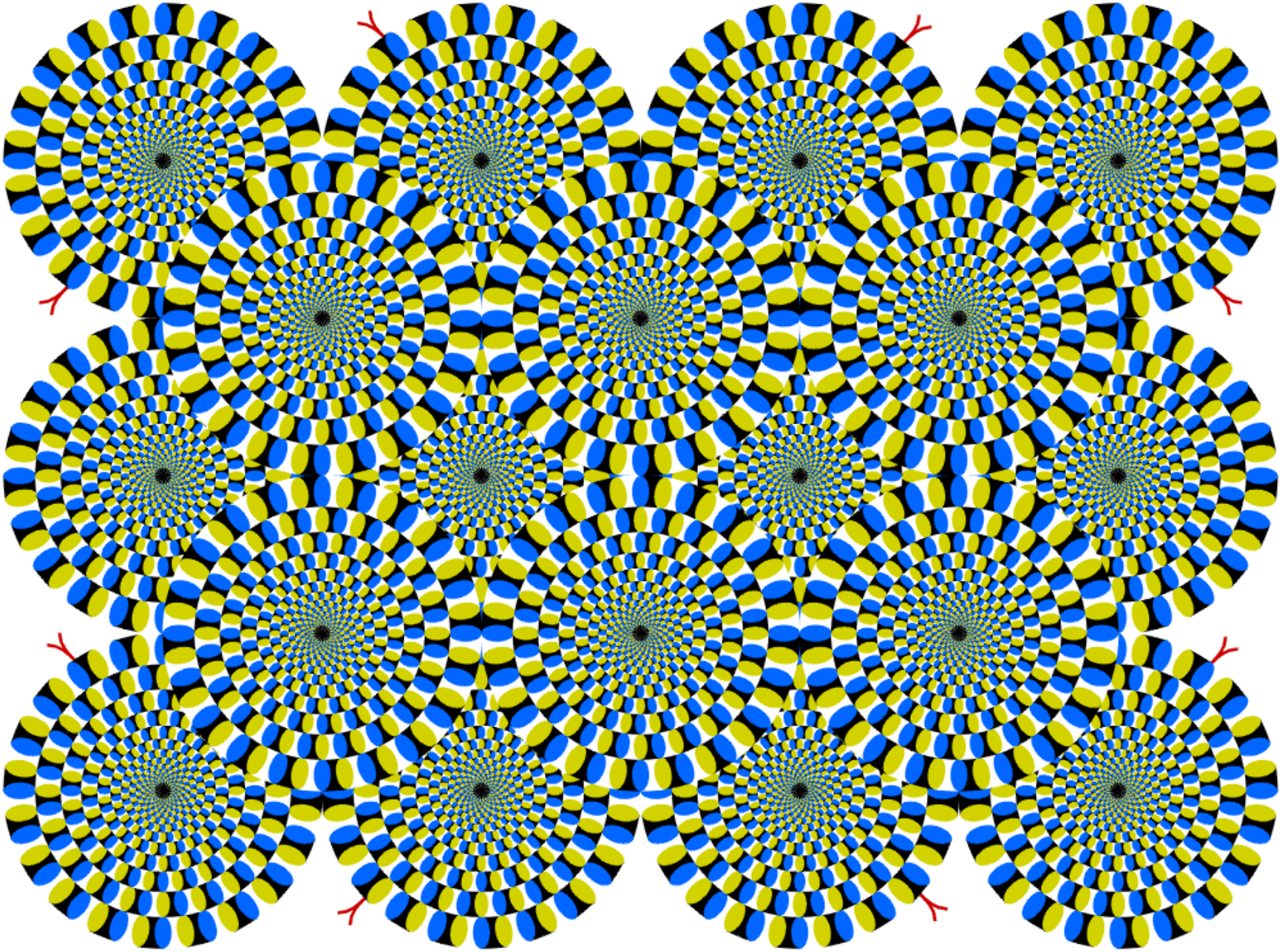
TRICARE Area Office – Europe

Updated: 22 Nov 05



What we'll talk about

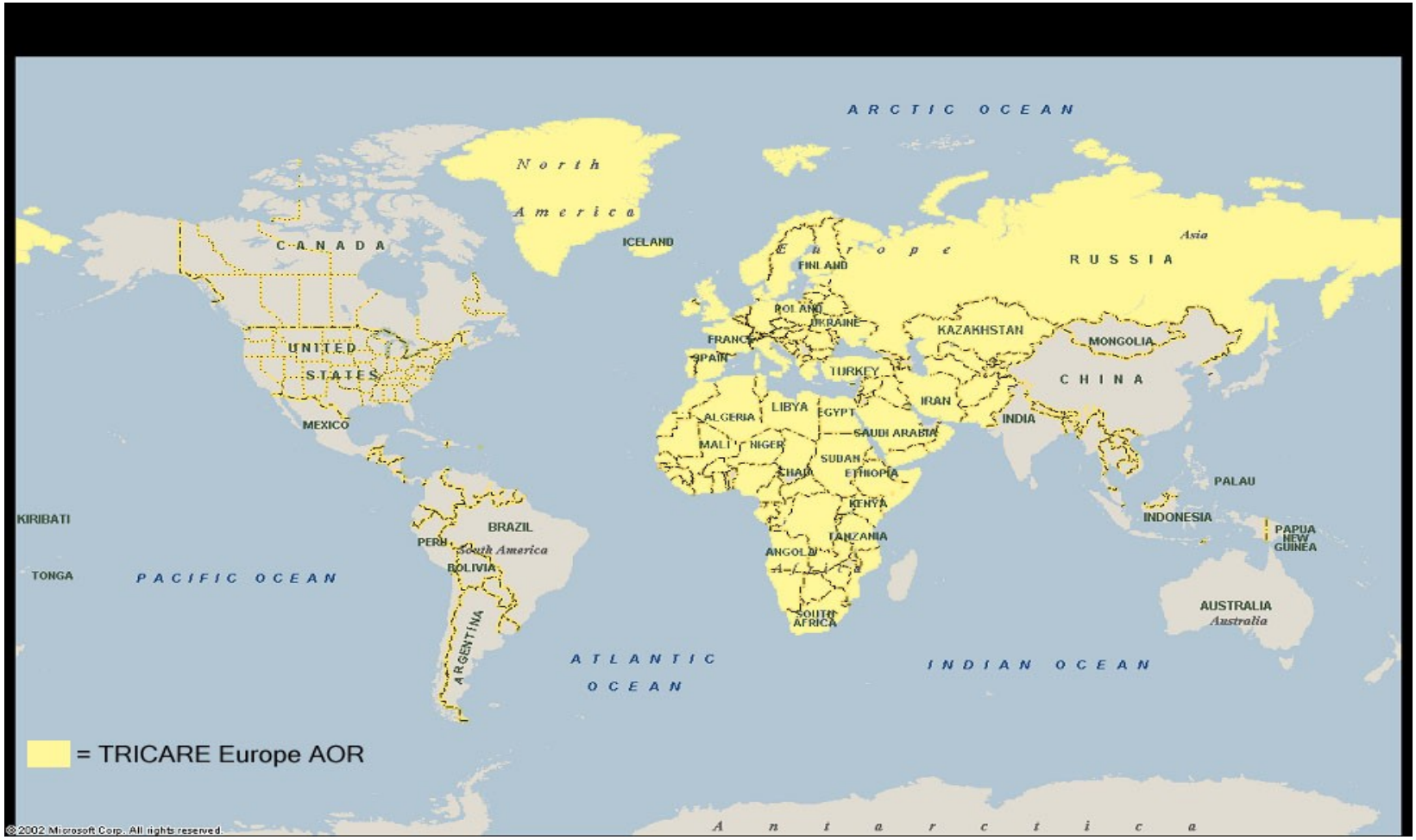
The TRICARE Global Remote Benefit

Metrics

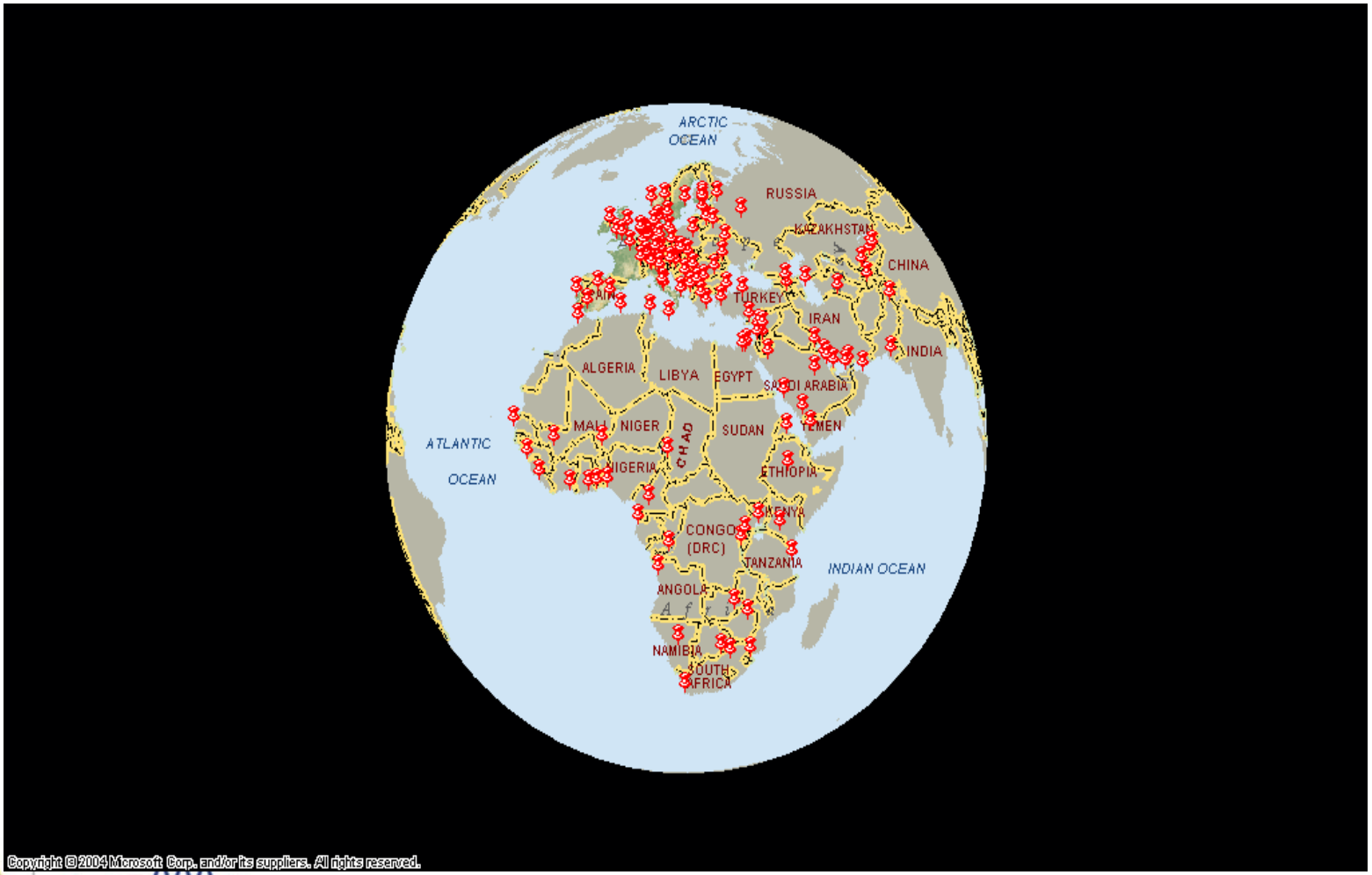
Challenges

Questions

TRICARE Europe AOR



TGRO Sites



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TGRO Sites in Europe/Middle East

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HUGE Geographic Area

- 13 Time Zones!
- 122 Sites in 92 different countries – from Tirana, **Albania** to Harare, **Zimbabwe**;
- Over 250 TRICARE POCs – designated in writing by TMA;

What is the TRICARE Global Remote Overseas program?

- The TRICARE Prime benefit for remote AD and ADFMs
- Provides health care services to Active Duty members and their families in designated remote areas
  - Access includes medical, dental (for Active Duty only), inpatient and outpatient care, health care testing and other services covered by TRICARE
- Provides cashless and claimless access to health care services by credentialed, English speaking providers
- Provides 24/7 access to International SOS staff for appointing to local providers and for general health care information

Urgent/Emergent Coverage for AD

- AD members traveling on leave or for duty through our AOR can access SOS providers for Urgent and Emergent care
- For countries with MTFs this is limited to designated TGRO sites
- Draft contract mod to allow access even in countries with MTFs – as long as outside MTF catchment areas

Advantages of International SOS enrollment.

- Rigorous Network Provider Requirements
  - ✓ Strict Licensure and Training Requirements
  - ✓ English language Requirement
- Enhanced Customer Service/Convenience
  - ✓ **No Claims filing or out-of-pocket costs**
  - ✓ 24-hour access to medical advice and referral/appointment scheduling
  - ✓ Beneficiary satisfaction surveys required by contract
  - ✓ Local Point-Of-Contact (POC) available for assistance
  - ✓ Coordination of emergency medical evacuation

Daily NOCs

- Received from SOS on TGRO Enrollees
- Allows Medical Director and UM nursing staff to coordinate care
- Facilitates communication to Service Reps
- Staff can address administrative issues

International SOS
An AEA Company

NOTIFICATION OF CASE

TRICARE Europe

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To:	**TRICARE Area Office - Europe**	SOS Case No:	**05LON12345**
Attn:	**Remote Site Healthcare**	Number of Pages:	**1**
From:	**International SOS**	Date case opened:	**05 Jan 2005**
Today's date:	**05 Nov 2005**	Previous correspondence sent:	**03 Nov 2005**

Please see following details of new case:

1) Patient's details

Name: **LAST NAME, First Name**
Date of Birth/ Age: **24/07/1969**
Social Security Number: **123-45-6789**
Branch: **Service Branch Here**
Status : **ADFM: In their enrolled site**

2) Incident details

Nature of Illness: **Appendicitis**
Incident Date: **9 January 2005**
City and Country: **Pretoria, South Africa**
Hospital Name: **Hospital Name**
In/Outpatient: **Inpatient**
Assistance Required: **Guarantee of Payment**

3) Estimated Costs: 4,000 USD guaranteed to dates

☑ -- FYI: no action required
☐ -- Benefit question, TAO-E input required
☐ -- Medical input required, TAO-E input required
☐ **--** File to be closed by SOS

Medical Update:

Please be advised of the above-mentioned ADFM, currently enrolled in a Remote Site.

Further to our update from the 15th November 2005, the beneficiary was discharged from hospital on the morning of 04th November 2005 following her operation. Further to our update from the 15th November 2005, the beneficiary was discharged from hospital on the morning of 04th November 2005 following her operation. Further to our update from the 15th November 2005, the beneficiary was discharged from hospital on the morning of 04th November 2005 following her operation.

The patient is at home now and feeling much better, she will have a follow up with her doctor on the 30th November 2005. We will proceed to guarantee the payment of this appointment

We will continue to monitor her closely should she require any more assistance and will updated you if necessary.

Best regards,

TRICARE Medical Team
International SOS London

International SOS (UK) Ltd
Sixth Floor, Landmark House, Hammersmith Bridge Road, London W6 9DP
Tel 44 (0) 20 8762 8133 Fax: 44 (0) 208 762 8125 email tricarelon@internationalsos.com
24-Hr Alarm Center 44 (0) 20 8762 8008 www.internationalsos.com

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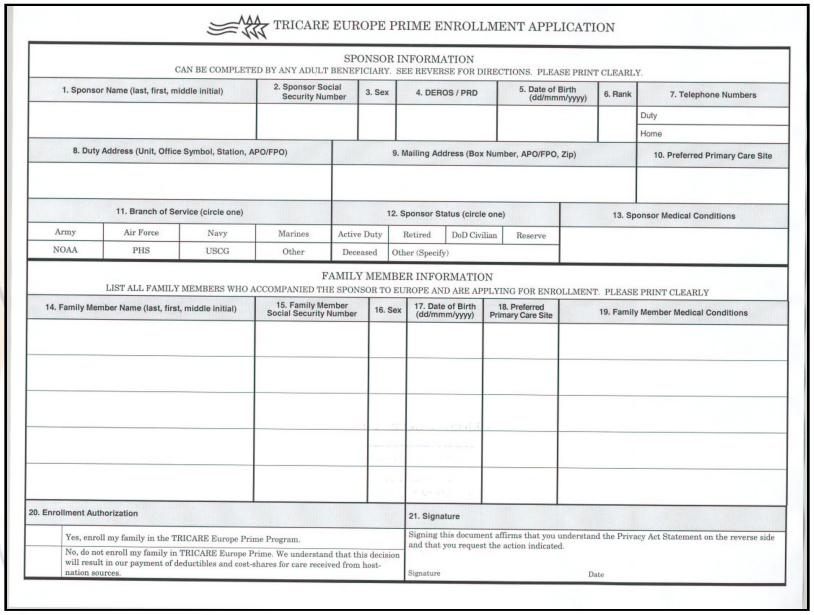
Enrollment to TRICARE Global Remote Overseas



TRICARE EUROPE PRIME ENROLLMENT APPLICATION

SPONSOR INFORMATION

CAN BE COMPLETED BY ANY ADULT BENEFICIARY. SEE REVERSE FOR DIRECTIONS. PLEASE PRINT CLEARLY.

1. Sponsor Name (last, first, middle initial)	2. Sponsor Social Security Number	3. Sex	4. DEROS / PRD	5. Date of Birth (dd/mmm/yyyy)	6. Rank	7. Telephone Numbers
						Duty Home

8. Duty Address (Unit, Office Symbol, Station, APO/FPO)	9. Mailing Address (Box Number, APO/FPO, Zip)	10. Preferred Primary Care Site

11. Branch of Service (circle one)				12. Sponsor Status (circle one)				13. Sponsor Medical Conditions
Army	Air Force	Navy	Marines	Active Duty	Retired	DoD Civilian	Reserve	
NOAA	PHS	USCG	Other	Deceased	Other (Specify)			

FAMILY MEMBER INFORMATION

LIST ALL FAMILY MEMBERS WHO ACCOMPANIED THE SPONSOR TO EUROPE AND ARE APPLYING FOR ENROLLMENT. PLEASE PRINT CLEARLY

14. Family Member Name (last, first, middle initial)	15. Family Member Social Security Number	16. Sex	17. Date of Birth (dd/mmm/yyyy)	18. Preferred Primary Care Site	19. Family Member Medical Conditions

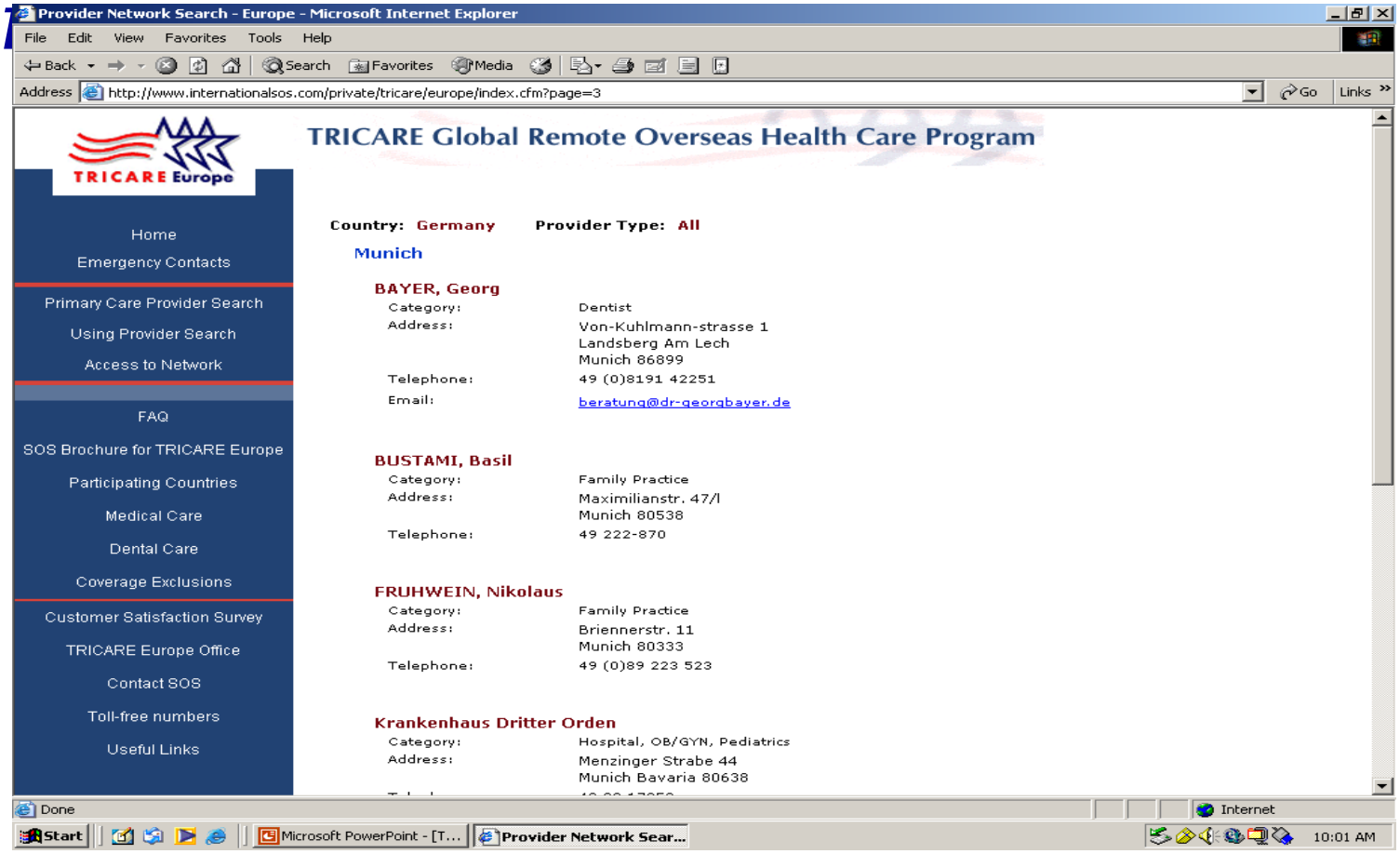
20. Enrollment Authorization		21. Signature
	Yes, enroll my family in the TRICARE Europe Prime Program.	Signing this document affirms that you understand the Privacy Act Statement on the reverse side and that you request the action indicated.
	No, do not enroll my family in TRICARE Europe Prime. We understand that this decision will result in our payment of deductibles and cost-shares for care received from host-nation sources.	Signature Date

- Mandatory for Active Duty Service members in designated remote areas;
- Optional for Family Members (vice using TRICARE Standard with applicable co-pays and deductibles)
- **Retirees are not eligible**
- AD/Reservists (180 days+)

Accessing the International SOS Network

- Enrollees may check the website for local providers and call International SOS for appointing
- Enrollees are required to use the International SOS network for all appointing (may also access MTFs)
- Failure to use the network will result in the application of deductibles and co-pays (note: pending POS)
- Enrollees MUST CONTACT INTERNATIONAL SOS for all Routine and Specialty care. Use your local toll-free access number or call collect or direct at 00-44-20-8762-8133

Screen Grab SOS Website – listing Providers in Munich, Ger



Appointment Scheduling

- TGRO enrollees provided an enrollment card
- They find a primary care manager on the website or check with their TRICARE POC
- International SOS is called for appointing
- Specialty care requires a referral from PCM

Enrollment Card

TRICARE Europe

International SOS

An AEA Company

John Joe
TE 1234567
Valid from 01/01/2002 to 12/31/2002

MEMBER CARD

CALL SOS FOR THESE MEMBER SERVICES

1) 24-hour advice from SOS Doctors
2) Referral for routine and emergency medical and dental care
3) Arrangement of medical appointments and hospitalization
4) Guarantee of medical bills

Contact SOS as soon as possible for all emergency situations

44 (20) 8762 8133 - Collect

for non-emergency siutations or inquiries, e-mail SOS at:
tricarelon@internationalsos.com
or call
44 (20) 8762 8133 - Collect

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Dental Care – Active Duty ONLY!

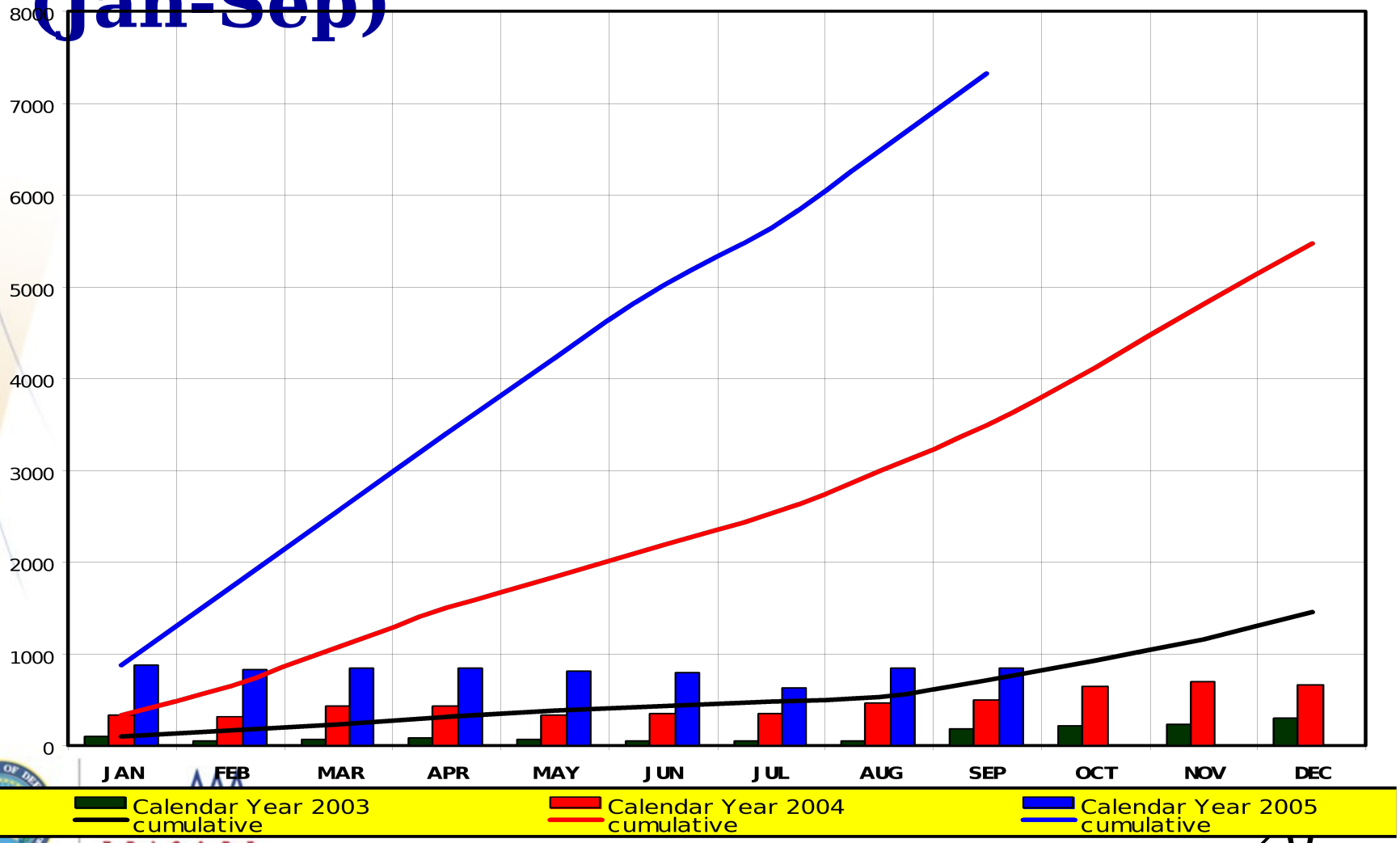
- ELIGIBILITY – Active Duty PERMANENT PARTY only!
- Access and authorization process identical to health care appointing.
- Dental care approved for services required only – coordination with International SOS essential. All procedures must be pre-authorized with International SOS.
- Cashless and claimless!

Dental Care – Family Members

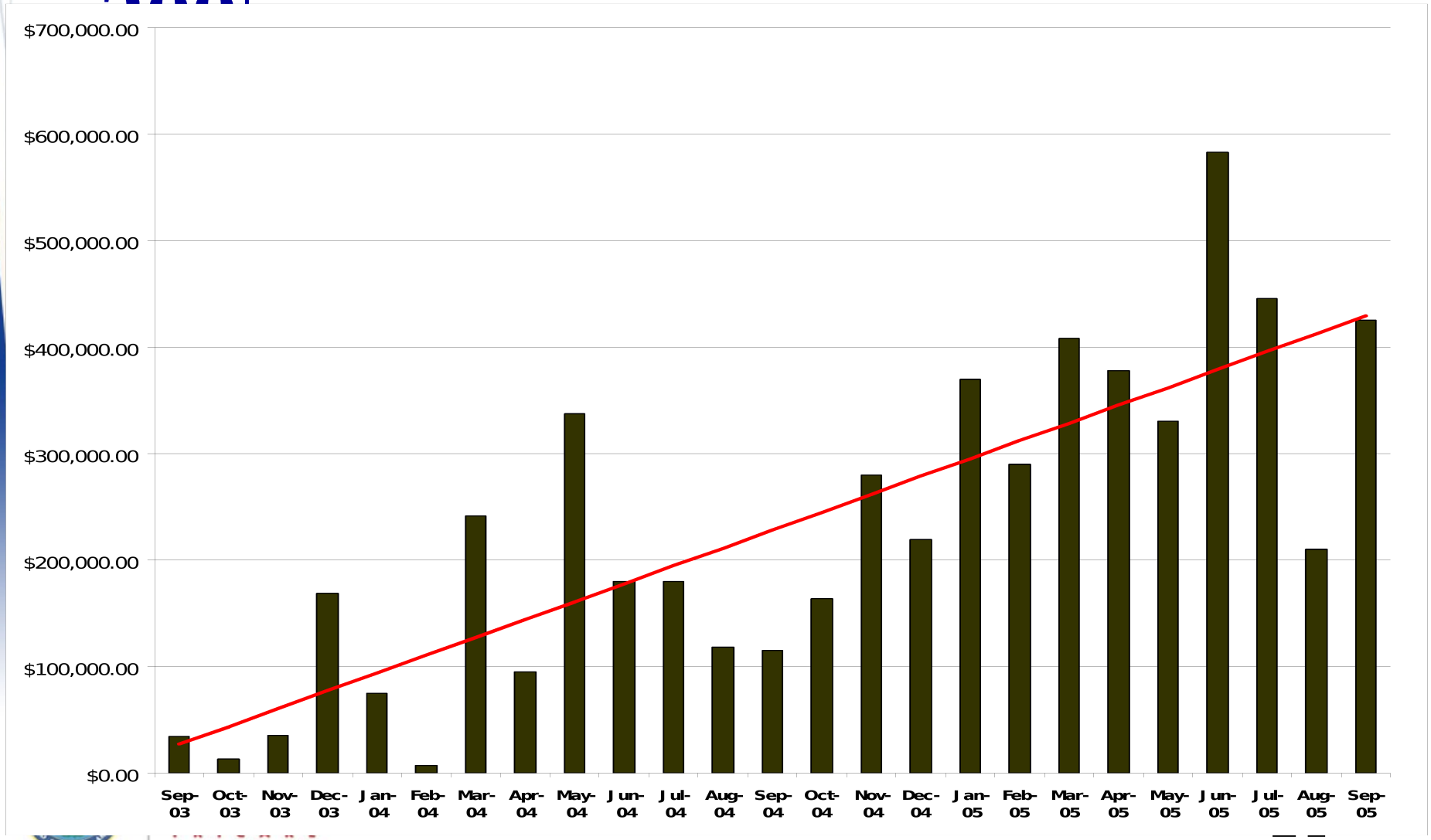
- Family members are not covered by International SOS.
- Must use their United Concordia Companies Incorporated (UCCI) benefit.
- Information: www.ucci.com (click on TRICARE icon)
- International SOS can assist with identifying a network dentist.
- NO GUARANTEE OF PAYMENT for Family Members!

METRICS

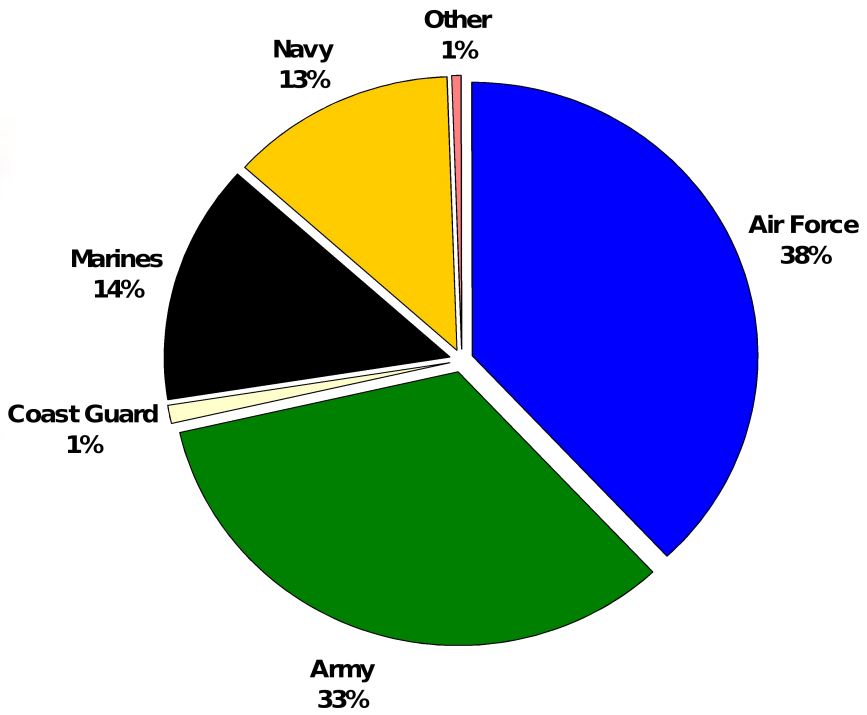
SOS TGRO Contacts
Calendar Year 2003, 2004, 2005 (Jan-Sep)



TRGO Enrollee Claims Costs September 2003 – September 2005



Enrollment by Service (AD & ADFM)



Service	Enrolled
Navy	891
Marines	983
Army	2,317
AF	2,654
CG	83
Other	46
Total:	6,974

Source: TAO-E, November 2005 Enrollment Report.

Challenges

- Expansion into cashless/claimless pharmacy;
- Marketing;
- TRICARE POCs;
  - No more training dollars;
  - How to communicate to volunteers;
- POS Implementation
- Contractor Performance

Need a new TGRO Site?

- More than 50 miles from MTF care
- Alternatives available? MTF – Host Nation Services
- Coordination with your Service
- Request forwarded via TAO-E to TMA
- Contract Modification needed to add new sites
- Could take six months
- Designation as non-TGRO Remote Automatic
  - Enrollee may have to pay up front
  - 100% reimbursement of billed charges

QUESTIONS or COMMENTS?

TRICARE

Contact Information

TRICARE Europe Program Operations
Remote Site Health Care Division

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